



**FEMA**

W-19013

September 26, 2019

**MEMORANDUM FOR:** Write Your Own (WYO) Principal Coordinators and the National Flood Insurance Program (NFIP) Direct

**FROM:** NFIP Clearinghouse

**SUBJECT:** Tropical Storm Imelda Flood Response Office – FICO Numbers 379 (TX) and 381 (LA)

The NFIP has established a Flood Response Office (FRO) to provide claims support to the NFIP insurers that are servicing policyholders impacted by Tropical Storm Imelda. The FRO will coordinate with the WYO Companies and the NFIP Direct to provide guidance on the scope of coverage, supply materials and information, assist with claim issues, and conduct flood loss re-inspections.

The FRO is operating at the following location:

**NFIP Flood Response Office**  
7600 Bayway Drive, Suite 160  
Baytown, TX 77520

The FRO operating hours are Monday through Friday, 8:00 a.m. to 5:00 p.m., and Saturday, 8:00 a.m. to 12:00 p.m. (noon). The NFIP contact person at the FRO is NFIP General Adjuster Paula Davis.

The temporary telephone number at the FRO is (832) 387-5070.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting